

## **United States Postal Service**

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# **How Intelligent is Your Mail?**

## **Start Time: 3:00 PM EST**

Tuesday, October 22, 2013

# How “INTELLIGENT” is your Mail?

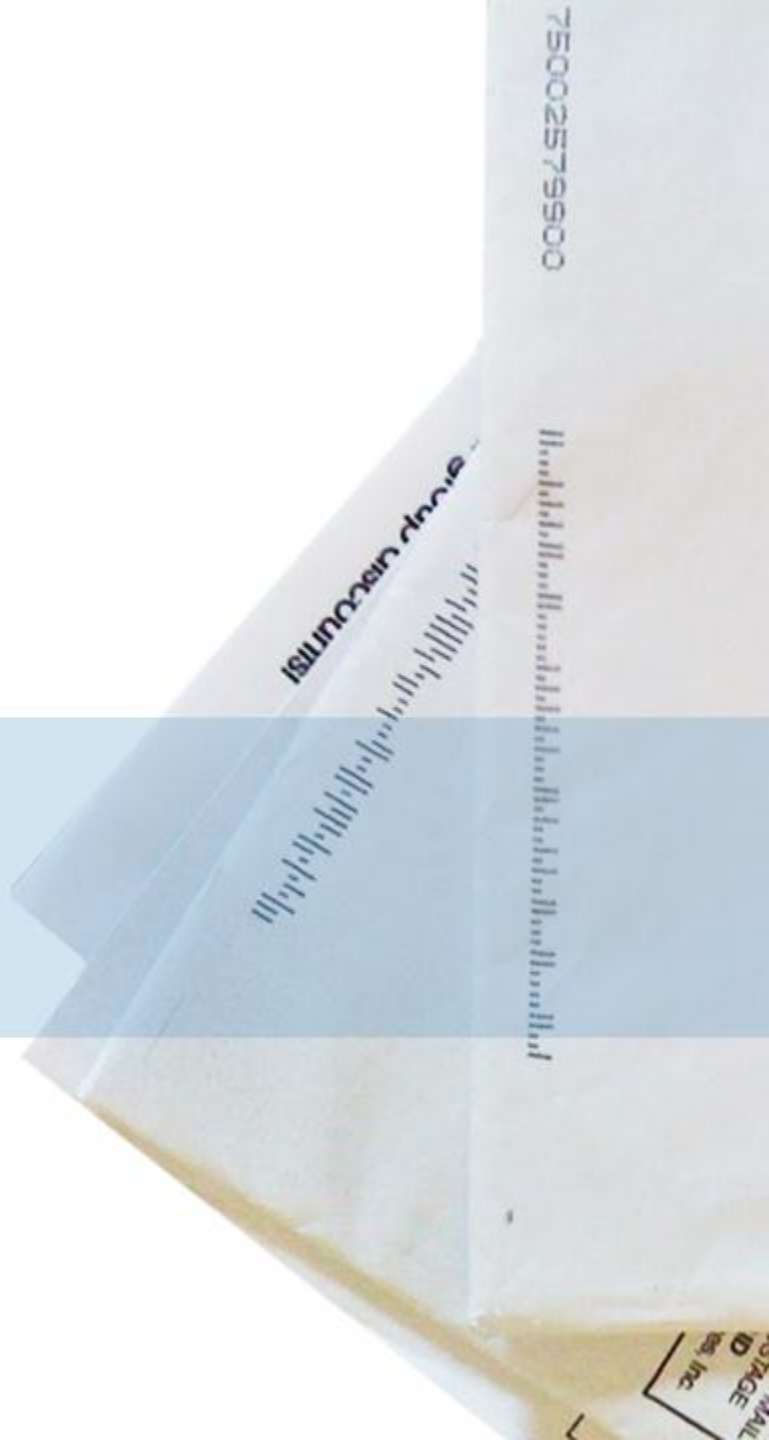
[Click here](#) to listen to a recording of this presentation.



October 22, 2013



IMb





1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Barcode ID		Service Type (STID)			Mailer ID (6 or 9 digits) Sample shown is nine digits									Serial number(6 or 9 digits) Sample shown is six digits						Routing Code 0,5,9 or 11 digits										

**Barcode ID**-Service Type- Determined by presort

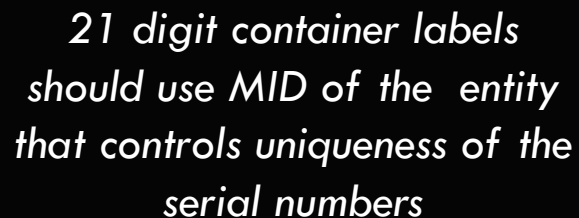
**Service Type ID (STID)**- Tells USPS what service is being requested and what type of mail is being processed.

**Mailer ID (MID)**- Assigned by the USPS and identifies the individual mailer. Is either six or nine digits

**Serial Number** - Unique (license plate) for the individual mailpiece. Is six or nine digits, depending upon the number of digits in the Mailer ID.

**Routing Code**- Delivery Point ZIP Code

**The 15 digit combination of Mailer ID and Serial number should not be repeated in a mailing of the same class within a 45 day period.**



1



UNITED STATES  
POSTAL SERVICE®

# Suite of Barcodes:

## IMtb™ on the Mailing Tray or Handling Unit

05/09/08 24-DIGIT SAMPLE 9-DIGIT  
AADC NORTHERN VA  
FCM LTRS AADC BC  
MAILER NAME, CITY, STATE 499711410 220  
AUTO

220002451 499711410 123458  
MAILERS' AREA

*24 digit tray labels  
should use MID of entity that  
controls uniqueness of the  
serial numbers*

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
ZIP Code 3 or 5 Digit					CIN			Processing Code	Mailer ID (in this example 9 digit)									Serial Number (In this example 5 digits) Should remain unique for 45 days					Label Type

- The Mailer ID (MID) is a six or nine digit number assigned by the USPS® based upon mail volume. The MID is used in the Intelligent Mail barcodes.
- The six or nine digit MID will determine how many characters are available for the serial number in each of the IM barcodes. The nine digit MID will always begin with “9”.
- You may have multiple MID’s assigned to a single CRID.
- May be used to identify who is submitting the eDoc

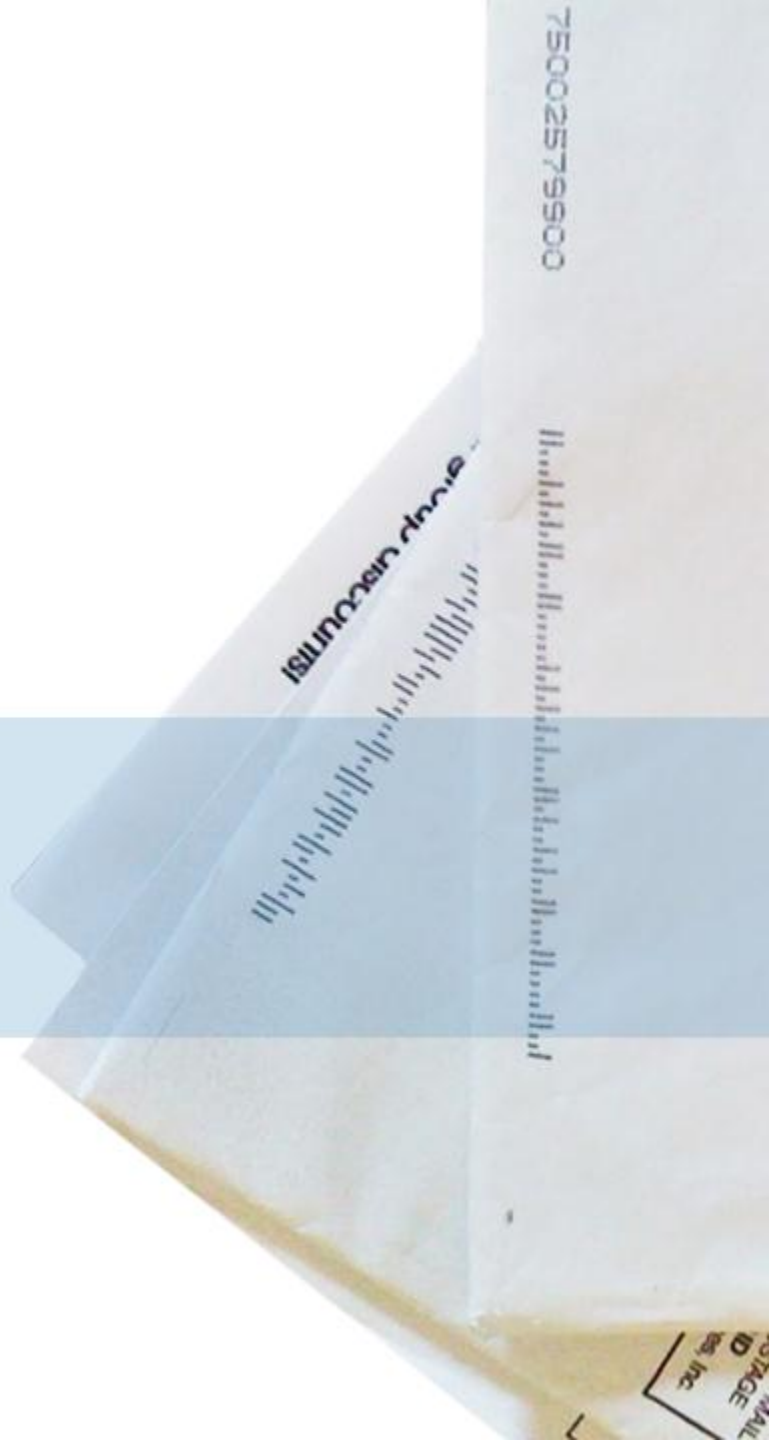
<https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp>

CRID is “**Customer Registration ID**”

- It is a unique number assigned by the USPS® to identify a company at a business location address
- Associates every Permit Number and Mailer ID (MID) to a single CRID.
- Used to identify who is submitting eDoc information



# Taking Action



- Call Center Management
- Customer Relationship Management
- Identify Processing Delays > Take Action
  - Customer Tools
  - USPS Tools
- Monitor USPS Performance
- Distribution Planning
- Trigger Marketing



- Date/Time pallet, bundle or tray and piece was processed
- Facility that performed the scan
- Type of Operation being done to the mail that is scanned
- Full IMB, including Serial Number, which identifies the unique piece
  - Can be linked to name/address
  - Can be linked to customer-specific information like:
    - Buying habits
    - Customer ID
    - Source codes
    - Version/offer information
    - Distribution data
- ZIP+4



- Accurately estimate the amount of mail in customers homes by day
- Where do these customers live (time zone)?
- What customers with what buying habits?
- What types of offers did these customers receive?



- Cataloger attempted to manage call center labor by using a calculation developed from the Service Standard, the dates mail was delivering to NDCs and SCFs and past decoy (seed) data.
- With IMB Tracing data, they are able to adjust Call Center labor based on the amount of mail actually scanned that will be delivered each day.

- Knowledge of time from receipt of offer/catalog and contact
  - Time delivery of offers/catalogs more effectively by customer.
- Customer Service can 'see' if offer was received late – opportunity to extend offer or provide some other incentive to purchase if items no longer available



- Ability to ‘see’ where mail is not getting processed by:
  - USPS facility
  - Sort scheme
- Allows for Customer to communicate issues effectively with the USPS
- Mail can be physically located based on last scan and zip code



- Lack of scans on mail for Terre Haute IN zip 475
- Inquiry lead to discovery that the USPS had stopped processing at this SCF, moved the mail to Indianapolis for processing even though had not yet published the closure of the SCF. No redirection was yet in place. Indianapolis was delayed due to the additional volume.
- Mail was eventually redirected to Evansville, which did end up absorbing the mail when Terre Haute officially closed.



- No scans at SCF Harrisburg PA, an SCF that had recently absorbed mail from other SCFs that had recently closed.
- Sent USPS all information related to this mail, including zip/bundle detail.
- USPS was able to locate the mail and move it into processing.
- Also called attention to some issues in this facility in meeting Service Standard, led to overall improvement.

- Ability to create reporting on all levels:
  - Facility
  - Pallet type
  - Bundle or tray type
  - Zip code
- Timing from 'start the clock' (arrival at USPS facility) to pallet scans and first bundle/tray scan
- Timing from one operation to another



### Prior to FS IMB Tracing:

- Mailer used seed (decoy) data to determine where mail was delayed
- Seeds represent less than 1% of mailings
- Seed results not fully available until all seeds call in-sometimes over a week after the mail was targeted to be delivered.
- USPS would not always find similar results or did not feel enough data to justify any action

### With FS IMB Tracing:

- Mailer and USPS have the SAME data
- Data on every piece mailed
- Issues identified nearly as they occur

- Reference data from last drop to determine ‘best’ date to deliver mail to USPS – when were most scans done? When do we want the mail in-home?
- Data can be compiled by mailer, date mailed, postal facility and presort types as well as Class of mail and processing type.
  - **One size does not fit all!**

### Prior to FS IMB Tracing:

- Mailer used Service Standard and delivered mail to SCFs days prior to when they wanted it all in-home.
- Results were mixed – some facilities delivered it all within the 3 days, some delivered much of the mail after the sale had ended.

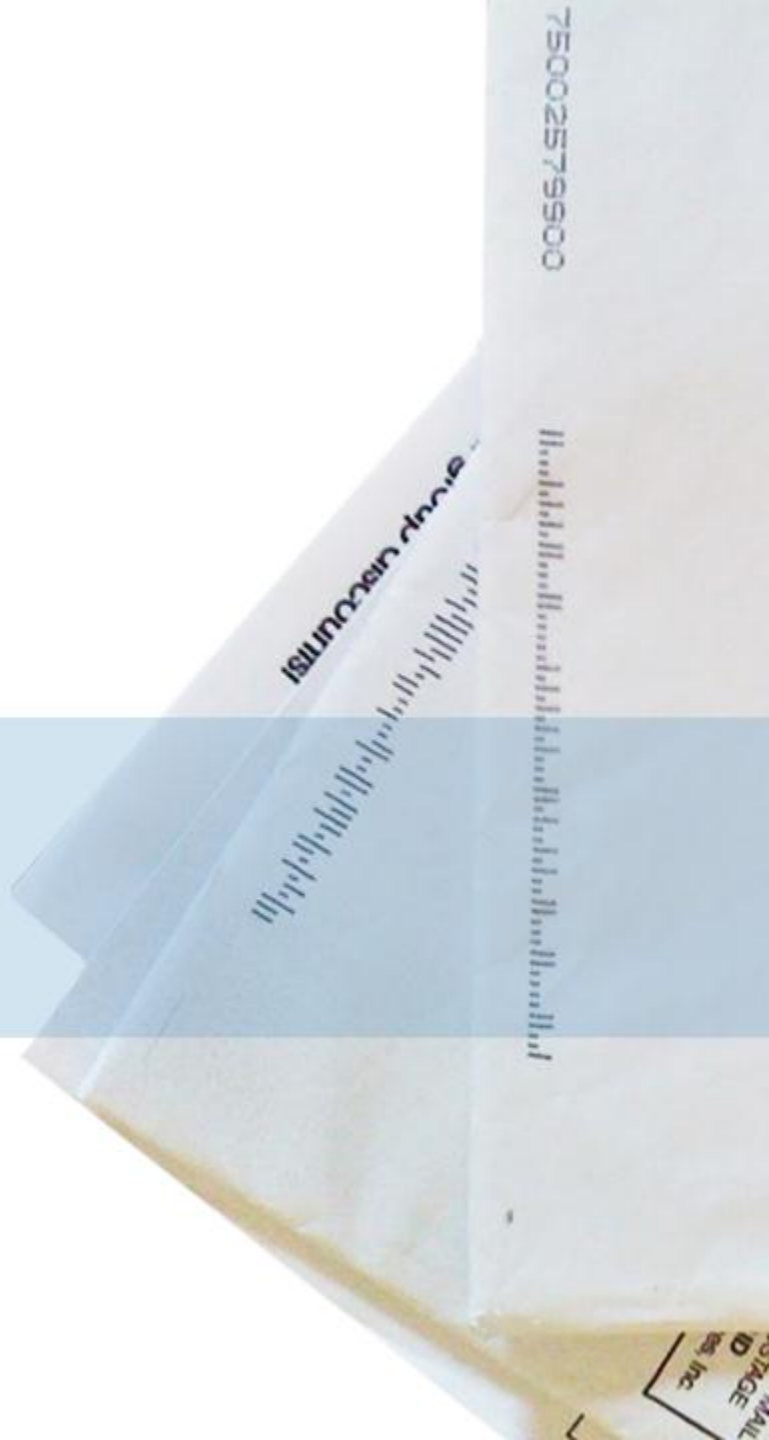
### With FS IMB Tracing:

- Mailer plans delivery to each SCF based on performance previous week. Some deliver 1 day prior to the in-home target, some on the first in-home target date, some 2+ days prior to the in-home target.
- Results: very little in-home early, 95%+ delivered before sale started, resulting in better traffic in the stores.

- Scan could trigger another marketing effort:
  - Email offer related to the piece
  - Another mailing
  - TV advertising in a region (or could be added if lack of scans!)
  - Customer Service contact (ex: Insurance agent)
  - 'reward' for response within 24 hrs of receipt



ACS



- Updates addresses as the mail moves through the postal system and sends the mailer electronic updates.
- USPS® provides **free to Full Service IMb™ participants**  
(non-automation pieces are not included in free “Full Service” ACS)
- Options for fulfillment include:
  - 1) Business Customer Gateway (BCG)
  - 2) Electronically via mail.xml
  - 3) Single Source ACS subscription
- An excellent tool to manage internal mailings and **meet Move Update compliance**

[https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)





# Address Change Service (ACS®)

## Free only if fully compliant with Full Service

With **Single Source ACS**, additional fees can be assessed on Full Service ACS Notices that were provided in previously fulfilled for free. When *PostalOne!*® provides feedback that the mailpiece did not qualify for Full Service benefits, the additional fees are reported in the Single Source Chargeback ACS data file.

The following are examples of why a Full Service mailpiece may receive a subsequent charge:

- **The IMb in the ACS notice could not be matched to an eDoc**
- **The IMb has not maintained uniqueness for the required 45 days**
- **An eDoc deficiency has been identified that disqualified the mailing or mail pieces within the mailing**
- **A container or the entire mailing was disqualified for Full Service discounts and benefits**

[https://ribbs.usps.gov/acs/documents/tech\\_guides/SingleSourceACSTechGuide.pdf](https://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.pdf)

## *Pilot begins Fall 2013*

- A potentially new added value mail service under consideration by USPS
- Enables mailers to have their First Class mail, that would otherwise be returned-to-sender, disposed of in a secure manner by USPS, and electronic record provided
- Service offers shredding of undeliverable-as-addressed (UAA) First Class mail pieces at secure Postal facilities by USPS employees to ensure they are rendered unreadable prior to disposal.

# Why you want to adopt the USPS Intelligent Mail™ Package Barcode (IM™pb) and the Tracking/Visibility



## Implementation and Benefits




## **WHY you want to adopt the USPS IMpb?**

- **Best Postal Parcel Prices**
  - Packages shipped via Commercial Base and Commercial Plus
  - Avoids upcharges or fees
  - Baked-in Insurance up to \$50 for Retail and Commercial Base Pricing and \$100 for Commercial Plus customers → Priority Mail.
- **End-to-End Tracking with no additional charge for most products**
  - First-Class Package Services,
  - Priority Mail
  - Parcel Select and Parcel Select Light Weight
- **Improves customer service**
  - Know when to expect your shipments to arrive
  - New file versions 1.7 and 2.0 supports International packages in eVS and electronic Customs data

## Track & Confirm

[GET EMAIL UPDATES](#)
[PRINT DETAILS](#)

YOUR LABEL NUMBER	SERVICE	STATUS OF YOUR ITEM	DATE & TIME	LOCATION	FEATURES
9405510200986104416403	 Priority Mail 3-Day™	Delivered	August 2, 2013, 10:19 am	GLENMORA, LA 71433	\$50 insurance included USPS Tracking / Delivery Confirmation™
		Out for Delivery	August 2, 2013, 7:59 am	GLENMORA, LA 71433	
		Sorting Complete	August 2, 2013, 7:49 am	GLENMORA, LA 71433	
		Arrival at Post Office	August 2, 2013, 7:03 am	GLENMORA, LA 71433	
		Processed through USPS Sort Facility	August 1, 2013, 8:03 pm	SHREVEPORT, LA 71102	
		Depart USPS Sort Facility	August 1, 2013	LAFAYETTE, LA 70501	
		Processed through USPS Sort Facility	August 1, 2013, 12:39 am	LAFAYETTE, LA 70501	
		Processed through USPS Sort Facility	July 31, 2013, 11:13 pm	LAFAYETTE, LA 70501	
		Depart USPS Sort Facility	July 31, 2013	SHREVEPORT, LA 71102	
		Processed through USPS Sort Facility	July 30, 2013, 11:26 pm	SHREVEPORT, LA 71102	
		Processed through USPS Sort Facility	July 29, 2013, 10:14 pm	CHARLOTTE, NC 28214	
		Electronic Shipping Info Received	July 28, 2013		

Increased number of scan events - better tracking

Domestic information/scanning events:

- Electronic Shipping Info Received
- Acceptance
- In-Transit / Processed
- Arrival at Unit
- Out for Delivery
- Delivered
- Notice left when packages not delivered on 1<sup>st</sup> attempt

Additional Information available

- Expected Delivery Date, Container Information

More Domestic Scan Events

- Nested events
- In / out of processing facilities

Shipping Partner

Tendered to Post Office

Arrived at Agent

Depart Agent Facility

Delivered by Agent

Final Disposition

### Increased number of scan events - better tracking

Domestic information/scanning events:

- Electronic Shipping Info Received
- Acceptance
- In-Transit / Processed
- Arrival at Unit
- Out for Delivery
- Delivered
- Notice left when packages not delivered on 1<sup>st</sup> attempt

Additional Information available

- Expected Delivery Date, Container Information

More Domestic Scan Events

- Nested events
- In / out of processing facility events



### Shipping Partner Event Code

Tendered to Postal Service

Arrived at Agent Facility

Depart Agent Facility

Delivered by Agent to Merchant

Final Disposition by Agent

## Benefits

- Reduces multiple barcodes on package
- Longer serial numbers - up to 14 digits – to maintain barcode uniqueness
- Saves money – less printing toner/ink when barcodes combined
- Better processing - potential to simplify operations and improve customer service

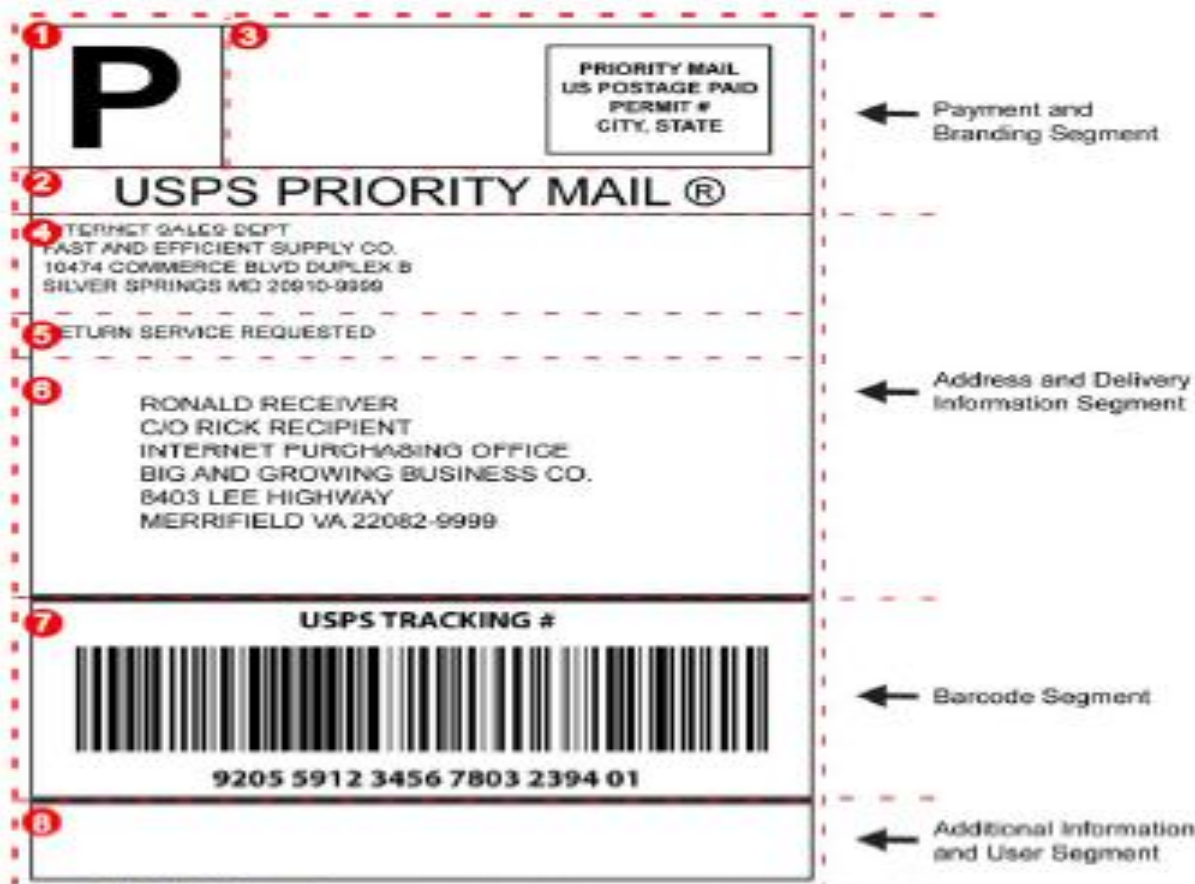


Figure 1 USPS Label Example

1. Service Icon Block
2. Service Banner
3. Postage Payment
4. Return Address
5. Endorsements
6. Delivery Address
7. Barcode Segment
8. Additional Information and User Segment

- PTS-II assesses the destination address quality
  - SSF v 1.6 + minimum 9-digit address or 9-digit routing ID in the label ID
  - SP v 2.0 + same criteria
- PTS will use Address Management System (AMS) data to determine the sufficiency of detail in the destination address provided by the mailer to validate the delivery point
- Future release will allow PTS to share its assessment of mailer destination address data with the mailer

# The IMpb Requirements for Mailing



## July 2, 2012

- An IMpb OR a unique tracking barcode initially required:
  - To capture Presort and Destination Entry pricing except Standard Mail or Package Services
  - For all mail with trackable Extra Services
- Use of Shipping Services File 1.6 or higher
- Inclusion of Address and or ZIP + 4 in the electronic file
- Exception required for non-compliant mailers after July 31, 2012

## January 28, 2013

- Federal Register Final Rule published
- IMpb requirement for all parcels desiring:
  - Any trackable service
  - Presort or Destination Entry Pricing, except Standard Mail
- Exception required for non-compliant mailers
- Transition period extended to July 28, 2014

July 11, 2013

- New Federal Register proposed rule
- IMpb required for all commercial parcels, including Standard Mail parcels, Bound Printed Matter, Media Mail and Library Mail (all commercial parcels)
- Some exceptions apply:
  - Most Domestic Express Mail continues to use Legacy barcode
  - International must use Legacy
- Per-piece fee adjustment for non-compliance
- Rules to be effective January 2014

Transition period is in effect until January 28, 2014

- January 2015 requires destination delivery address (current) and/or 11-Digit delivery point validated ZIP Code within electronic documentation
- Non-compliant mailers must request exception from VP – Product Information
  - Shipping Information Systems currently reviews requests
  - Customers continue to receive presort/destination entry prices
  - Copy of Exception Letter should accompany mailings

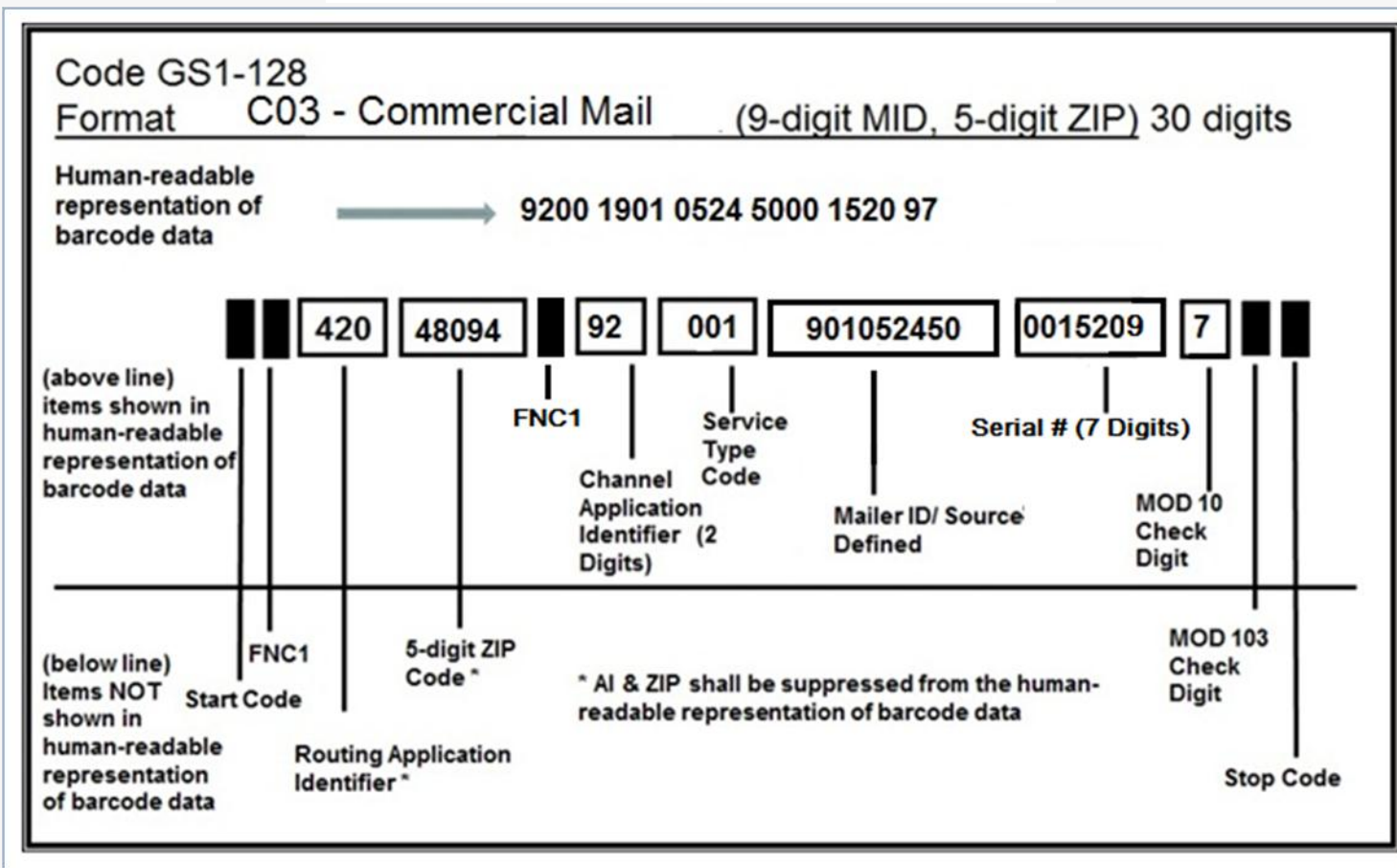
## ALTERNATE REQUIREMENTS BY MAIL CLASS

- **Bound Printed Matter (BPM) Parcels**
  - BPM parcels may use Mail.dat in lieu of Shipping Service File
  - Effective November 2, 2013, with PTS and *Postal One!* software releases
- **Priority Mail**
  - Priority Mail flats in a high-speed environment may use IMb and Mail.dat or Mail.xml documentation in lieu of IMpb
    - No extra services, International or Priority Mail Express permitted with this option
    - Requires USPS approval
    - Does not qualify for ‘baked-in’ insurance
- **Priority Mail Express**
  - USPSCA (US Postal Service Corporate Account) users are excluded from the IMpb requirement

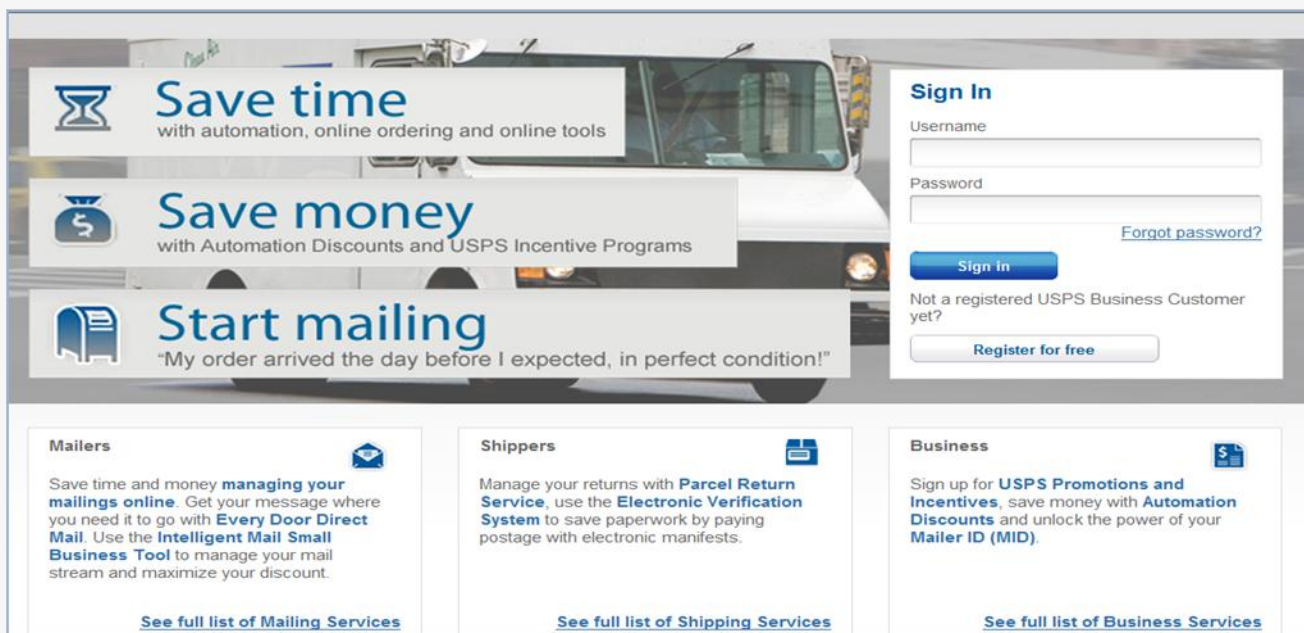
## ALTERNATE REQUIREMENTS BY MAIL CLASS

- **Standard Mail Parcels**
  - Standard Mail Marketing and Standard Mail Non-Profit parcels will require an IMpb or a unique IMb.
    - Includes product samples
    - Excludes Regular and Non-Profit Standard Mail product samples with simplified address or Detached Address Labels
  - All Standard Mail parcels using unique IMbs may use either Mail.dat or Mail.XML in lieu of the SSF
  - Standard Mail parcels presorted and containerized to 5-digit level may use IMbs
  - IMbs must remain unique for 180 days

# How to Get Started with IMpb



- Mailer ID's and Profile Setup
  - 9 Digit MID's, must start with "9"
  - 6 Digit MID's (high volume customers), must start with "0-8"
  - Business Customer Gateway- account used to set up and register all MID's and corresponding services.
  - <https://gateway.usps.com/eAdmin/view/signin>



The screenshot shows the USPS Business Customer Gateway homepage. The background is a white USPS delivery truck. On the left, there are three promotional banners: "Save time with automation, online ordering and online tools" (with an hourglass icon), "Save money with Automation Discounts and USPS Incentive Programs" (with a dollar sign icon), and "Start mailing 'My order arrived the day before I expected, in perfect condition!'" (with an envelope icon). On the right, there is a "Sign In" section with fields for "Username" and "Password", a "Forgot password?" link, a "Sign in" button, and a "Register for free" button for non-registered users. Below these are three columns: "Mailers" (managing mailings online), "Shippers" (managing returns with Parcel Return Service), and "Business" (signing up for promotions and incentives). Each column has a "See full list of" link at the bottom.

Mailers	Shippers	Business
Save time and money <b>managing your mailings online</b> . Get your message where you need it to go with <b>Every Door Direct Mail</b> . Use the <b>Intelligent Mail Small Business Tool</b> to manage your mail stream and maximize your discount.	Manage your returns with <b>Parcel Return Service</b> , use the <b>Electronic Verification System</b> to save paperwork by paying postage with electronic manifests.	Sign up for <b>USPS Promotions and Incentives</b> , save money with <b>Automation Discounts</b> and unlock the power of your <b>Mailer ID (MID)</b> .
<a href="#">See full list of Mailing Services</a>	<a href="#">See full list of Shipping Services</a>	<a href="#">See full list of Business Services</a>

- Once MID is registered, Create test barcodes/labels to be verified & tested through USPS National Customer Service Center (NCSC)
  - Submit 10 labels to be tested
- Use Publication 199: Intelligent Mail Package Barcode (IMpb) Implementation Guide for: Confirmation Services and Electronic Verification System (eVS) Mailers
- [https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/PUB199IMPBImpGuide.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf)

NATIONAL CUSTOMER SUPPORT CENTER  
UNITED STATES POSTAL SERVICE  
225 N HUMPHREYS BLVD STE 501  
MEMPHIS TN 38188-1001

877.264.9693 x1

[dconfirm@usps.gov](mailto:dconfirm@usps.gov)

- Customers must use Shipping Services File 1.6 or higher.
- File should be verified in our Test Environment for Mailers (TEM)
- Validation and Certification done through NCSC
- Once confirmed, customers can start go live mailing.
- \*Make sure to include the destination delivery address or 11-Digit ZIP when building the file.

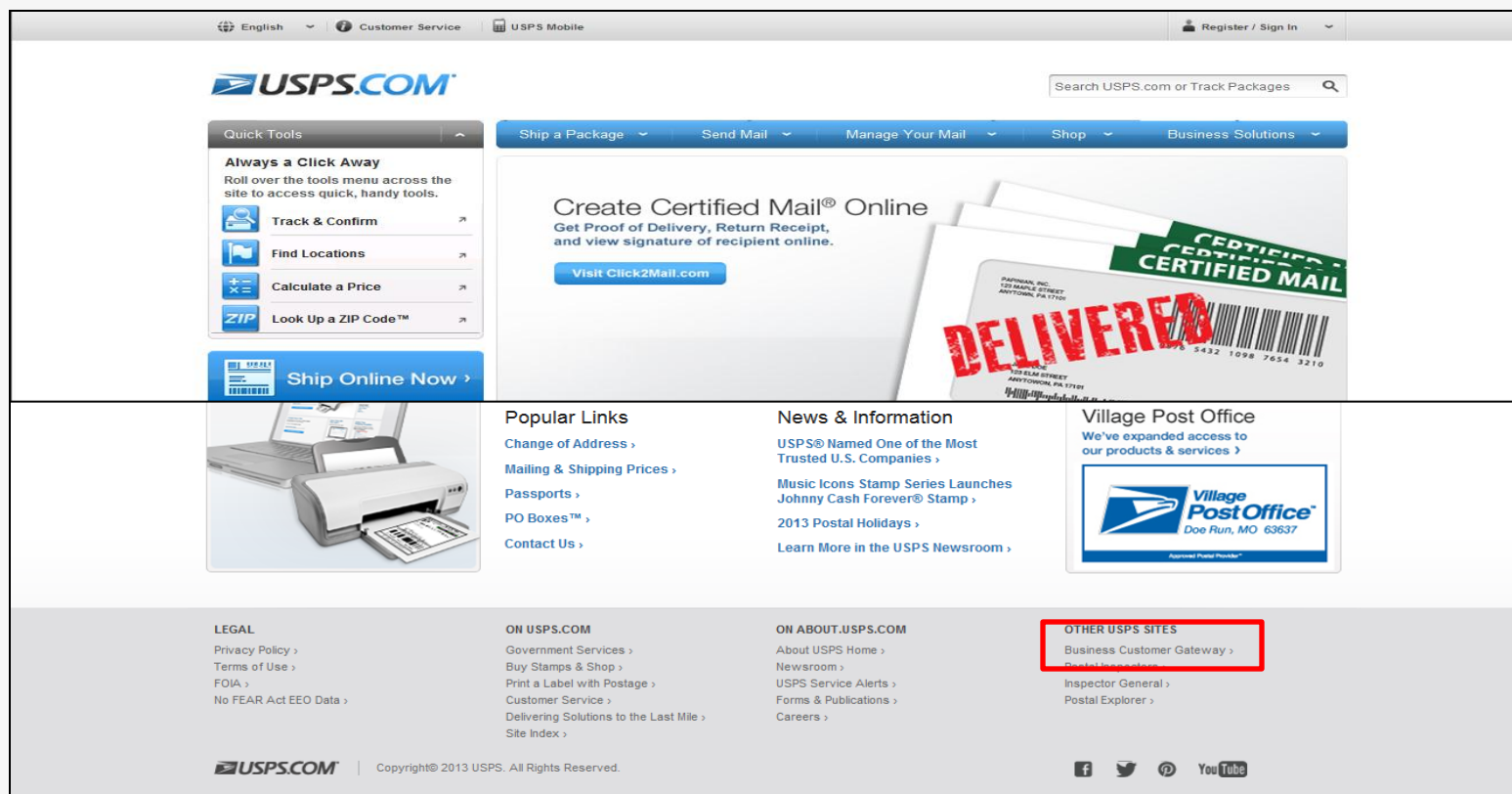
\* *One of the requirements of the IMpb.*



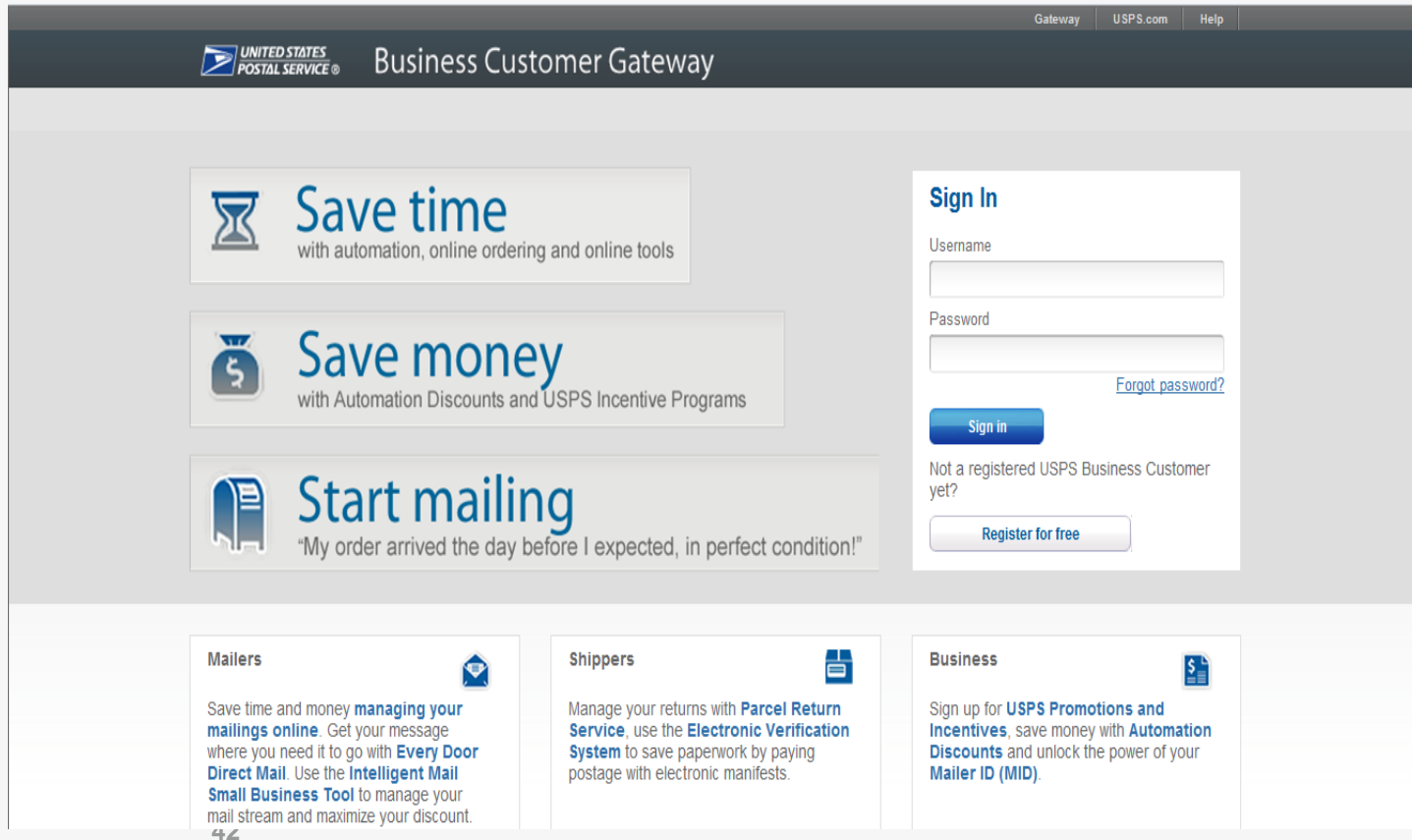
# Getting Started with Reports



- To access the Mailer Scorecards log in through the Business Customer Gateway
  - <https://gateway.usps.com/bcg>





- Enter the appropriate user name and password
  - Select Sign In





The screenshot shows the USPS Business Customer Gateway homepage. At the top, there is a navigation bar with links for Gateway, USPS.com, and Help. Below this, the main header features the USPS logo and the text "Business Customer Gateway". The main content area is divided into three large sections: "Save time" with an hourglass icon, "Save money" with a money bag icon, and "Start mailing" with a mail truck icon. To the right of these sections is a "Sign In" box containing fields for Username and Password, a "Sign in" button, and a link for "Forgot password?". Below the "Sign In" box is a section for "Not a registered USPS Business Customer yet?" with a "Register for free" button. At the bottom, there are three columns: "Mailers" with an envelope icon, "Shippers" with a box icon, and "Business" with a dollar sign icon. Each column contains text about various USPS services and tools.

Gateway USPS.com Help

 **UNITED STATES**  
POSTAL SERVICE® Business Customer Gateway

 **Save time**  
with automation, online ordering and online tools

 **Save money**  
with Automation Discounts and USPS Incentive Programs

 **Start mailing**  
"My order arrived the day before I expected, in perfect condition!"

**Sign In**

Username


Password

[Forgot password?](#)


**Sign in**

Not a registered USPS Business Customer yet?


**Register for free**

**Mailers** 

Save time and money **managing your mailings online**. Get your message where you need it to go with **Every Door Direct Mail**. Use the **Intelligent Mail Small Business Tool** to manage your mail stream and maximize your discount.

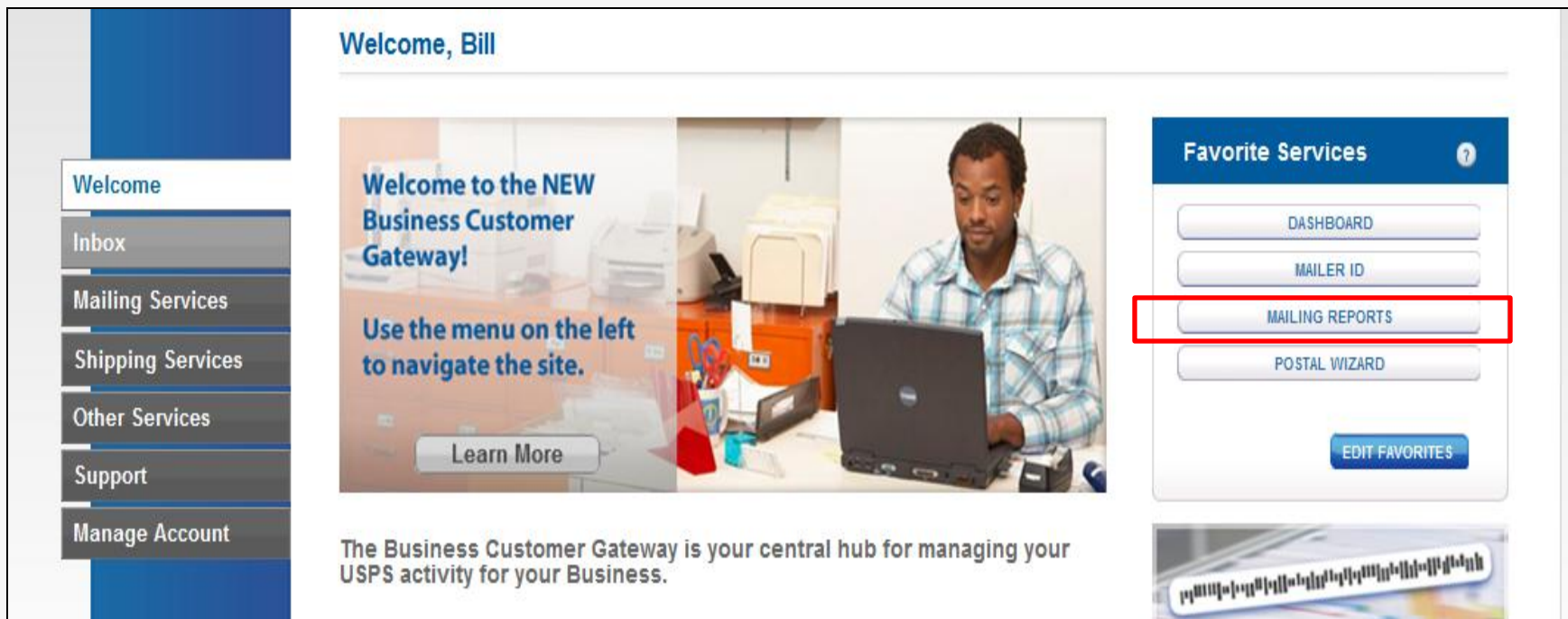
**Shippers** 

Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

**Business** 

Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.

- Select Mailing Reports (*PostalOne!*)



The screenshot shows the USPS Business Customer Gateway dashboard. On the left is a vertical navigation menu with the following items: Welcome, Inbox, Mailing Services, Shipping Services, Other Services, Support, and Manage Account. The main content area features a welcome message "Welcome, Bill" and a large banner for the "NEW Business Customer Gateway" with the text "Use the menu on the left to navigate the site." and a "Learn More" button. Below the banner is a photo of a man working on a laptop. At the bottom of the main area, a text block states: "The Business Customer Gateway is your central hub for managing your USPS activity for your Business." On the right side, there is a "Favorite Services" panel with a list of buttons: DASHBOARD, MAILER ID, MAILING REPORTS (highlighted with a red rectangle), and POSTAL WIZARD. Below this list is an "EDIT FAVORITES" button. At the bottom right, there is a small image of a barcode.

Welcome, Bill

Welcome to the **NEW** Business Customer Gateway!

Use the menu on the left to navigate the site.

Learn More

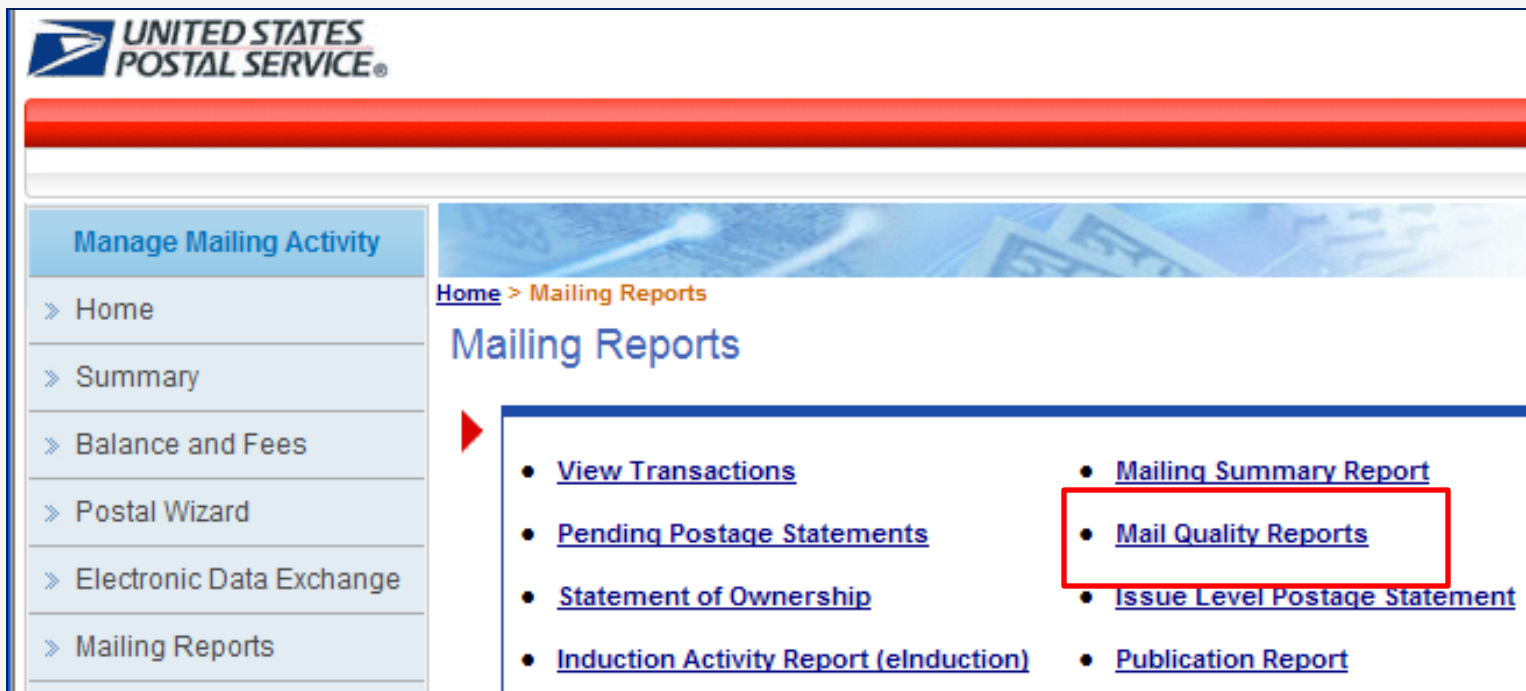
The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

**Favorite Services**

- DASHBOARD
- MAILER ID
- MAILING REPORTS**
- POSTAL WIZARD

EDIT FAVORITES

➤ Select Mail Quality Reports



The screenshot shows the United States Postal Service website interface. At the top left is the USPS logo. Below it is a red horizontal bar. On the left side, there is a navigation menu titled "Manage Mailing Activity" with links for Home, Summary, Balance and Fees, Postal Wizard, Electronic Data Exchange, and Mailing Reports. The main content area has a blue header with the text "Home > Mailing Reports" and "Mailing Reports". Below this, there is a list of links arranged in two columns. The link "Mail Quality Reports" is highlighted with a red rectangular box.

**UNITED STATES  
POSTAL SERVICE®**

**Manage Mailing Activity**

- > Home
- > Summary
- > Balance and Fees
- > Postal Wizard
- > Electronic Data Exchange
- > Mailing Reports

[Home](#) > [Mailing Reports](#)

## Mailing Reports

- [View Transactions](#)
- [Pending Postage Statements](#)
- [Statement of Ownership](#)
- [Induction Activity Report \(eInduction\)](#)
- [Mailing Summary Report](#)
- [Mail Quality Reports](#)
- [Issue Level Postage Statement](#)
- [Publication Report](#)

- Select the Shared Reports folder



- Select Mailer Scorecard folder to access the reports



- The Mailer Scorecard provides a dashboard view summarizing Full-Service performance
- Allows comparison across facilities
- Drill reports provide a way to determine specific mail preparation errors
- Conditional Formatting Provides a Trending View across Months
- Available for any company that submits electronic documentation
- Mail Owner view planned for Future Deployment



## Mailer Scorecard

JUNE 2013



Mailer Profile	Full-Service Electronic	eInduction	Seamless	Manual Sampling	Entry Point Verification
<input type="radio"/> # Metrics	<input type="radio"/> # Trending	<input checked="" type="radio"/> % Metrics	<input type="radio"/> % Trending		
<b>Full-Service Electronic</b>					
<b>eDoc Submitter</b>	94539993	94539996	94539997	4430796	94539986
	1Jordan	3JordanL	4JordanL	AUTOMATED MAILING SYSTEMS	Dog Treats
# Containers	613	26	4	259	49
# Handling Units	4,465	489	248	176	921
# Pieces	1,256,033	73,096	13,804	370,283	264,952
% FS Mail Volume	92.82%	99.98%	86.90%	94.47%	99.11%
% OCI Errors	0.00%	0.00%	0.00%	6.25%	33.22%
% MID Container Errors	56.93%	0.00%	0.00%	7.34%	55.10%
% MID HU Errors	40.60%	0.00%	2.02%	1.14%	16.18%
% MID Piece Errors	21.88%	0.00%	0.00%	0.00%	15.67%
% STD Errors	0.00%	0.00%	0.00%	0.00%	0.00%
% By/For Errors	0.00%	0.00%	0.00%	0.00%	15.87%
% By/For Matching Errors	4.37%	13.68%	0.00%	8.65%	3.81%
% By/For Mail Owner Identified as MSP Errors	9.61%	90.56%	0.00%	97.57%	11.68%
% Barcode Uniqueness Container Errors	64.60%	0.00%	0.00%	0.00%	0.00%
% Barcode Uniqueness HU Errors	80.22%	0.00%	0.00%	0.00%	1.09%
% Barcode Uniqueness Piece Errors	83.60%	0.00%	0.00%	0.05%	0.01%
% Entry Facility Container Errors	0.00%	0.00%	0.00%	0.00%	0.00%
% CSA Container Errors	2.61%	100.00%	0.00%	0.00%	0.00%
% Early Scheduled Ship Date Errors	0.00%	0.00%	0.00%	0.00%	0.00%

### Legend

Percentage metric value has improved by more than 5% from previous month

Percentage metric value has declined by more than 5% from previous month

Exceeds Threshold

Export All to Excel

Export All to PDF

**Mailer Scorecard** | Thresholds

### Mailer Scorecard

Full-Service Compliance | eInduction | Seamless | Manual Sampling

☐ # Metrics ☒ % Metrics

**eDoc Submitter**

Metric	Value
# Containers	
# Handling Units	
# Pieces	
% FS Mail Volume	
% OCI Not in Error	
% Container MID Not in Error	
% HU MID Not in Error	
% Piece MID Not in Error	
% STD Not in Error	
% By/For Not in Error	
% By/For Matching Not in Error	
% Container Barcode Uniqueness Not in Error	
% HU Barcode Uniqueness Not in Error	
% Piece Barcode Uniqueness Not in Error	
% Container Entry Facility Not in Error	
% Container CSA Not in Error	
% Early Scheduled Ship Date Not in Error	

**Drill**

- Filter on Selections
- Create Group
- Create Calculation

0.00%
100.00%
100.00%
N/A
N/A
N/A
N/A
N/A
100.00%
100.00%

- Mailer Scorecard Job Details (All)
- Mailer Scorecard Job Details (Full-Service Compliance)
- Mailer Scorecard Job Details (eInduction)
- Mailer Scorecard Job Details (Seamless)
- Mailer Scorecard Job Details (Manual Sampling)
- Mailer Scorecard Job Details (Entry Point Verification)
- eInduction Job Summary Report
- View Error Details by Error Type
- Undocumented Summary Report
- Mailer Scorecard Weekly Trending
- System hierarchy

Export All to Excel | Export All to PDF

Clicking on a blue hyperlink in the report allows you to get additional detail on errors

- Visit the USPS RIBBS website at: [ribbs.usps.gov](http://ribbs.usps.gov)



## Important Links

Resource Map to Intelligent Mail Documents

[\(PDF\)](#)

Beginner's Overview to Intelligent Mail – Basic

Service [\(PDF\)](#)

Mailer Scorecard User Guide [\(PDF\)](#)

# Resources



## Intelligent Mail® Services

[Printable View](#)

### Intelligent Mail® Services

[Latest News](#)  
[Getting Started](#)  
[Business](#)  
[Customer Gateway](#)  
[Barcode Decoder/Encoder](#)  
[Barcode for Mailpieces](#)  
[Education](#)  
[Guides & Specs](#)  
[IMb Tracing®](#)  
[IMb Planning Tool](#)  
[Mailer ID](#)  
[OneCode™ Services](#)  
[OneCode Solution™](#)  
[Package Barcode](#)  
[Postal Resources](#)  
[Product Tracking System](#)  
[Q&A](#)  
[Suite of Barcodes](#)  
[Address Quality Products](#)  
[Business Mail Acceptance](#)  
[Certifications](#)  
[Industry Outreach](#)  
[Major/Minor Release Schedule](#)  
[MDA Support Center](#)  
[Move Update](#)

### Getting Started with Full-Service for Letters and Flats

Full-Service Intelligent Mail offers mailers automation price discounts, elimination of permit fees, address correction and visibility and tracking of mailings. See the [Full-Service Intelligent Mail Fact Sheet](#) for more information.

#### Key Requirements for Full-Service

- Apply unique Intelligent Mail barcode (IMb) to each postcard, letter, and flat
  - **Barcode Uniqueness**  
For mailings less than 10,000 pieces, mailers have 2 options to maintain barcode uniqueness. More information is in the [Full-Service Intelligent Mail Fact Sheet](#).
- Apply unique Intelligent Mail tray barcode (IMtb) to trays and sacks
- Apply unique Intelligent Mail container barcode (IMcb) to placards for containers (i.e. pallets) when required
  - Small volume mailings entered at a BMEU typically do not need an IMcb. See [Using Container Placards](#) for more information
- Submit postage statements and mailing documentation electronically
  - Solutions are available for small, medium and large volume mailers

#### Full-Service Mailing Solutions

##### 1. Commercial Mailing Software

Mailing software vendors offer easy, ready-to-go solutions for preparing and submitting Full-Service mailings.

- **Mail.dat® / Mail.XML™** — software solutions for mailers who wish to use software to prepare presort mailings, generate mailing information electronically to USPS.
  - [How to Submit Mail.dat Files to PostalOne!](#) (PDF)

### Important Links

Federal Register Notice Final Rule Full Service ([PDF](#))

#### Full-Service Intelligent Mail Fact Sheets

Full-Service Intelligent Mail ([PDF](#))

Using Container Placards ([PDF](#))

By/For Relationship in Electronic Documentation ([PDF](#))

#### How to Submit Electronic Documentation

How to Submit Mail.dat Files to PostalOne! ([PDF](#))

How to Submit Mail.XML Files to PostalOne! ([PDF](#))

How to Submit Postage Statements via Postal Wizard (PDF) - coming soon

[Business Customer Gateway Information](#)

[Access the Business Customer Gateway](#)

[Commercial Mailing Software Solutions for Full-Service](#)

## IMPORTANT UPDATES

[Click here for 2013 Network Consolidations](#)

### Folded Self-Mailers (FSMs)

To help you understand the changes that went into effect for FSMs, two documents are available on the Intelligent Mail Services Education page. To view an updated PowerPoint on FSMs or the FSM Frequently Asked Questions (FAQs) [click here](#).

### Getting Started with Full-Service Intelligent Mail

New fact sheets are available to help mailers utilize Full-Service Intelligent Mail in preparation for the January 26, 2014 automation requirements. [Click here](#) to learn more about Full-Service Intelligent Mail, using Container Placards and the By/For relationship in electronic documentation.

### January 2014 Zone Charts "Zone 9" Webinar Wednesday, September 11, 2013 11:00AM CT

Learn how 5-Digit ZIP Codes for Zone 9 will be incorporated into the Zone Chart Matrix. [Click here](#) to add the Webinar to your 2010 Outlook calendar.

## #1 Resource-

<https://ribbs.usps.gov>



UNITED STATES  
POSTAL SERVICE®

# USPS® published list Find Certified software vendors for Full Service IMb™ and eDoc

Capability Matrix Last Updated On: 5 / 3 / 2013

\*\*\*DISCLAIMER\*\*\*

Demographic & Technical Information						Mail Preparation Capabilities [* indicates capability not required for FS. 'x' denotes capability]																			
Unique Identifier	Vendor Information					Capabilities	General Capabilities								Mail Class										
	Vendor Name	Software Name	Software Version #	Mail.dat -or- Mail.XML	Mail.Dat/Mail.XML Version #		3.2, 4.2	3.4	3.4	3.4	3.5	3.6	3.7	3.8		3.1, 4.1	3.3, 4.3	4.5	5.1	5.2	5.5				
							Submit eDoc	Barcode Uniqueness: Containers	Barcode Uniqueness: Handling Units	Barcode Uniqueness: Pieces	Nesting: Pieces into Trays	Nesting: Trays into Containers	Acquire CRID (XML only)*	Acquire MID (XML only)*		Generate eDoc	Modify eDoc	Simple Mailing*	Multiple Postage Statements*	MLOCR*	Mixed FS and Basic Mailing*				
20	Vendor 1	Software Name	5.7.0	Mail.XML	13.0A	eDoc	X	X	X	X	X	X			PER										
							FCM	x		x	x							x							
							STD	x		x	x							x							
						FS																			
							BPM			x	x														
							PER			x	x														
21	Vendor 2	Software Name	5.7.0	Mail.Dat	13-1	eDoc		X	X	X	X	X	N/A	N/A	FCM	x		x			x				
							STD	x		x													x		
							BPM				x												x		
						FS																			
							PER	x			x														x
							FCM	x			x														x
24	Vendor 3	Software Name	7.00	Mail.XML	12.0A	eDoc	X		X	X	X				FCM	x		x			x				
							STD	x			x		x										x		
							BPM																		
						FS																			
							PER																		
							FCM	x			x														x

<https://ribbs.usps.gov/index.cfm?page=electronicdoc>



[Ship a Package](#) ▾[Send Mail](#) ▾[Manage Your Mail](#) ▾[S](#)

## Participate in Your Local PCC

The Postal Customer Council® (PCC®) program is a valuable resource for business mailers, large and small. Local PCCs serve as an open channel for USPS-to-business communication, providing information and best practices for cost-effective and profitable mailing, education and training, and solving local challenges. Though most PCC members include large business mailers, government agencies, and business mail service providers, small businesses can benefit from PCC membership, too.

Your local PCC offers these benefits...

- Learn from postal experts about marketing through the mail.
- Find new sources for mailing lists. Printing, database management, and more.
- Get discounts to major mailing industry events.
- Network with other mailers, business mail service providers, and USPS executives to discover new ways to make your mailings more efficient and profitable.
- Hear first-hand from other decision-makers on how they deal with the same challenges you face.
- Leverage best practices to improve mailing effectiveness, efficiency, and profitability.
- Gain knowledge about postal products, services, and tools to improve mail quality through workshops and events—and earn a professional certificate to boot.

### Find PCCs and Events Near You

Find the address of your local PCC group and contact information for the postmaster, manager, or officer in charge. And find events to attend in your area.

[Locate a PCC in your area](#) >

[Locate PCC Events in your area](#) >

### Have Feedback on an Event You Attended?

Whether you're a presenter or participant, your feedback is important to us. Just fill out a quick questionnaire and send us your thoughts.

[Fill out the Participant Questionnaire](#) >

[Fill out the Presenter Questionnaire](#) >

<https://www.usps.com/business/local-pcc.htm>

RIBBS Website: <https://ribbs.usps.gov>

Business Customer Gateway Information:

<https://ribbs.usps.gov/gateway>

<https://gateway.usps.com>

*PostalOne!* Help Desk

Phone: 800-522-9085

Email: [postalone@usps.gov](mailto:postalone@usps.gov)



- IMpb FAQ's can be viewed at:  
[https://ribbs.usps.gov/intelligentmail\\_package/documents/tech\\_guides/IMPB\\_FAQs.pdf](https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/IMPB_FAQs.pdf)
- Barcode, Package, Intelligent Mail (USPS2000508) document and Publication 199: Intelligent Mail Package Barcode (IMpb) Implementation Guide are posted on RIBBS and viewable at:
  - <http://ribbs.usps.gov/index.cfm?page=intellmailpackage>
- Publication 205, Electronic Verification System Business and Technical Guide is also available on RIBBS at: [http://ribbs.usps.gov/evs/documents/tech\\_guides/Pub205.PDF](http://ribbs.usps.gov/evs/documents/tech_guides/Pub205.PDF)
- The IMpb Final Rule Federal Register Notice is available at:  
<http://www.gpo.gov/fdsys/pkg/FR-2011-09-27/html/2011-24705.htm>
- The IMpb Proposed Rule Federal Register Notice is available at:  
<http://www.gpo.gov/fdsys/pkg/FR-2013-07-11/pdf/2013-16524.pdf>
- For other questions, please email: [impb@usps.gov](mailto:impb@usps.gov)